

# Announcing February's SPOT Award Winners

***Jill Saale***  
***Sunshine McManus***  
***Holly Maynard***  
***Mary Hiatt***

## ***Jill Saale***

*Administrative Assistant IV, Water Permits Division,  
Office of Environmental Services, LDEQ:*

Nominated by Melvin Mitchell and Jesse Chang

Below is the justification for Spot Award nomination for Ms. Jill Saale,

In more than forty years of professional management experience, I have never observed or worked with a more diligent, hardworking, and totally unselfish Administrative Assistant. Jill Saale is the "Customer's Hero", who always finds a solution and gets the right things done..... well! Her performance has been singularly outstanding in every area. She is without peer and is, in my opinion, certainly the most pleasant and courteous employee at LDEQ. She is always willing to work with new procedures and to take on the unfinished, tough assignments. Her disarming manner and cool ability to resolve key challenges, concerns and questions associated with the many divergent personnel and document control and tracking actions of this division is appreciated by peers, lauded by support staff personnel and marveled at by superiors.

She willingly takes on unfinished tasks associated with supporting the regulated community no matter how small or large and complex. She has accomplished each and every task flawlessly. She voluntarily trained staff members, assisted peers and supported internal agencies and external permitted facilities and agen-

cies. Her detailed, well-documented and extensively administrative and informational procedures set the standard by which all others are measured.

She developed the Division's document tracking schedule and was a key staff member in the production of a modified document handling procedures. She has developed and established a superior set of methods and techniques for permit tracking, has been commended for this effort by other sections and the Water Permit staff members and her work is always complete and always 100% accurate. She personally mailed out more than 3,333 permit related documents from this Division during the last rating period and more than 25,000 documents since coming to LDEQ in August



Jill Saale receiving her SPOT Award

2004. She has single handedly produced more than 4600 separate EDMS transmittal documents and packages, ordered, reviewed, transported and mailed-out all of them and completed more than 1,000 phone calls on water permit and other mail out issues. She has continually demonstrated that she is one of LDEQ's best.

Ms. Jill Saale has conscientiously mastered a myriad of new business procedures associated with her reassignment as an Administrative Assistant, has fully supported established LDEQ programs and has continually provided outstanding assistance, service and support in a manner far beyond any other member of the LDEQ staff in my opinion. Jill Saale is a singularly outstanding staff member, and an exemplary state employee who deserves a Spot Award and much much more....."

## Sunshine McManus

*Environmental Program Analyst 3, Office of Environmental Services/Permit Support Services/Permit Application Administrative Review.*

Nominated by Della Smith.

There is no possible way to list all she does in one e-mail, but here are a few of the things:

- She is able to – and sometimes has to - route all permits and documents to their proper places when they come into DEQ regardless of media. Many times this requires numerous phone calls to permits and research to decipher the proper location.

- She helps train new employees who come into our section with their work no matter their position or media.

- She sorts and distributes all mail to their proper mailboxes and sometimes even personally delivers it to the intended receiver regardless of where they are.

- She rarely has low energy and enthusiasm for life.

- She is very efficient and expedient in completing her tasks.

- Sunshine is also very versatile in her job methods and



Sunshine McManus receiving her SPOT Award

responsibilities because of her capabilities and willingness to be a "team player."

- She was always very welcoming and encouraging to me as a new-comer.

- She knows the procedures for all media.

- She knows how to do just about everything our section does (which is multi-media and very detailed), and if she does not know how to do something she finds out how to get the job done.

- She is willing to do any task put before her no matter what she has to do to get it done.

- Sunshine fills in for others in the group when they are away.

As stated above, there is no way to include everything Sunshine does on a day-to-day regular basis, but listed above are just a few.



## Holly Maynard

### *Environmental Scientist 3 of the Emergency Response Section*

Nominated by Rodney Mallett, Daniel Lambert, and Pete Ricca for a SPOT award. Listed below are the submitted nominations.

Rodney Mallett:

Holly Maynard is an example of what a spot award winner should be. On Saturday March 7, she was not on call and not scheduled to work. However, when she was called to duty at 5:30 a.m. that morning because of a train derailment, she was on the scene. She set up the air monitors. She worked with other emergency responders. She took photos to document the event. On Sunday, she was there early again to collect air monitors and take readings.

Working the extra hours, and the wee hours of the morning, is impressive enough, but that is not the only reason I would like to nominate Holly. The respect she has from others in her field sets her apart. For example, a local contractor of a cleanup company said that Holly is the type of person that more people need in emergencies. "There's a lot of egos and attitudes at these events," he said. "But I like Holly. She is always the same. Dependable. Helpful. Does her job with a smile."

Not only do the DEQ people see her efforts, but outsiders, too. Add together the example she sets for the department to those in her field, plus her willingness to work extra hours and her eagerness to come in at the earliest notification of need and you have a perfect example of a Spot Award winner.

Daniel Lambert:

I would like to nominate Holly Maynard, ES 3 of the Emergency Response Section of ERSD, for a SPOT award. In addition to routine daily activities and taking the lead in calibration and maintenance for the section's Air Monitoring equipment, she is always ready to respond at a moment's notice. This point was once again demonstrated on Saturday March 7, 2009. At approximately 5:45am on Saturday morning I contacted Ms. Maynard to inform her that the Department had received notification of a major

train derailment in Plaquemine and that her assistance was needed with Air Monitoring. Ms. Maynard immediately traveled to Headquarters to begin assembling the needed air monitors.

Ms. Maynard then responded to the incident location. After receiving a briefing on the situation, she was able to inform Incident Command of the capabilities for air monitoring that she had available. At this point she was tasked with directing the overall establishment of perimeter monitoring locations and to deployment of remote sensing air monitors. Ms. Maynard completed this task with perfection and in an extremely manageable timeframe. Once completing this, she then took on the task of conducting roaming perimeter sampling while monitoring the remote sensing monitors via host computer in the command post. Ms. Maynard remained on-site until approximately 8:00PM to oversee these operations and to assist in any faction of the incident possible. Prior to her departure, I asked Ms. Maynard to return to the scene the next day to perform required maintenance on the monitors.

Ms. Maynard arrived on -scene early the next morning to begin her tasks. She immediately began maintenance on the monitors as well as downloading vital monitoring results stored on the equipments memory from the previous day. She stayed until approximately 12:00pm and refused to leave until she felt comfortable that the maintenance she had performed was complete and that the remaining air monitoring teams were informed about the equipment.

I ask that Ms. Maynard be considered for a SPOT award due to her unyielding pursuit of excellence and detail in air monitoring on emergency response incidents as well as her dedication to the department.

Pete Ricca:

I concur with Daniel's recognizing of Holly's response effort. On this response, in particular, you should understand that she was monitoring equipment, while organizing others (like myself) to take samples, repairing and calibrating equipment, keeping up logs, and the myriad of other small time consuming jobs that are always part of a response. And all the time she kept Incident Command supplied with the information it needed on the situation. Thank you in advance for your consideration in this case.



## Mary Hiatt

*Environmental Scientist in the Office of Air Enforcement*

Nominated by Stan Carpenter, Misty Huffman, Kenzie Bozeman, and Tammy Nowosiwsky for a SPOT award.

Listed below is the submitted nomination.

I want to nominate Mary Hiatt, Environmental Scientist in the Office of Air Enforcement for consideration of a "DEQ Employee Spot Award." Mary is now one of the most experienced Environmental Scientists in the Air Enforcement section. Her regular duties include file reviews of facilities (and she has some large facilities assigned to her), writing enforcement actions, citing violations, completing tasks for the actions in Tempo, and entering into Tempo the review of Title V facilities assigned to her.

In recent years there has been a lot of employee turnover in our office with experienced employees leaving to be replaced by new employees like myself. While all of the ES's are helpful, Mary goes above and beyond. She pleasantly and patiently helps with any questions that are brought to her, and checks to make sure everything is going well. She will go over the procedures again and again until we are comfortable with them. She helps us understand how to route, NOPP's, CONOPP's NFA's WL's and Closure Letters through the approval process.

For myself specifically, there are several instances when she has provided invaluable help to me: December 3, 2008 she noticed that I had not placed any actions in our reading file. She showed me how to place documents into the file and actually helped me place three actions into the file. Altogether we spent about four (4) hours together. On December 7, 2008, she noticed that I was having trouble in preparing cover sheets to send documents to EDMS. She spent two (2) hours in preparing cover sheets and patiently checked several that I had done alone. In December 2008 and January 2009 she came to my office several other times to see if I needed more help. In January 2009 she noticed that I was struggling in citing Violations in LAC 33: III and we spent several hours looking up violations in LAC 33: III. On January 13, 2009, I again asked her for help with entering actions into the new version of TEMPO, and she immediately helped

me in entering one action and checked and corrected two other actions that I had entered myself. She has also spent significant time with me in using special features in Microsoft Word 7. I am a better employee because of Mary's help. I have noticed on several occasions her assisting several other new employees, including Tonya Landry, Kenzie Boseman, and Tammy Nowosiwsky in a similar fashion and still keeps up with her own work load.

In addition to this entire extra time spent going above and beyond to help others, she worked on entering 214's for Surveillance Division just recently. She took so much home and was so concerned with getting as much done to help as she could.

It is my opinion that she has done these things not because she is required to do so but because she is a dedicated employee committed to seeing that the Office of Environmental Compliance does the best and most productive job that can be done for the citizens of Louisiana.

Thank you for considering this nomination.